

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



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SW

Applicant: Frederic P. Messinger and Bruce E. Nevin  
Application No.: 09/345,903 Group: 2174  
Filed: July 1, 1999 Examiner: Tran, Mylinh T.  
Confirmation No.: 1807

For: METHOD AND APPARATUS FOR SOFTWARE TECHNICAL  
SUPPORT AND TRAINING

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<u>Aug. 26, 2003</u> Date	<u>Elaine Leahy</u> Signature
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AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This Amendment is being filed in response to the Office Action mailed from the U.S. Patent and Trademark Office on March 26, 2003 in the above-identified application. Reconsideration and further examination are requested.

An extension of time to respond to the Office Action is respectfully requested. A Petition for Extension of Time and the appropriate fee are being filed concurrently with this Amendment.

Please amend the application as follows: